

1: On the edge – the importance of the review



I've just got back from a great skiing holiday in La Plagne, France. I have to confess as the years have gone on the lure of the challenging 'black' appeals less than the lure of a nice relaxing coffee after a few descent 'blues', and consequently my skiing has become a bit lazy – leaning back too much, not attacking the fall line and rarely do I 'pole plant' these days.

So I decided to book a private lesson – only three hours; however, it was some of the hardest and yet most fun skiing I have had in many a year. Getting back on those edges, carving properly, weight more balanced....all small fixes that a touch of review and informative feedback fixed. And crucially, because I was skiing properly, I was not aching in the evening.

The next day, a beautiful 'blue powder' day, I am on those fantastic crisp upper slopes (you can just feel it eh?), using my re-discovered techniques, reviewing my performance, my mind moves to our maintenance world.

How often do we review our maintenance performance?

Sadly, in the desire/need to get vehicles out on daily service, be they aircraft, trains or, buses, we deploy significant human effort, leaving no time, desire or, energy to review performance. Next shift we come in and do the same thing again, and this daily-driven cycle leads to a very short horizon. Without reviewing our performance, we never learn. Without learning, we will never improve; I hear people talk of having say, 20-years of experience, but without an effective review, as a friend once said to me, *"is it 20-years' experience, or 1-years' experience repeated 20 times?"* Often when our consulting teams observe reviews, they appear more about 'understanding a reason for failure', rather than as a method to learn.

How good are your reviews? How informed are you? How much do you learn and improve?

At EngPro we advocate the Plan-do-review-LEARN cycle. Many businesses we see have less than ideal review cycles, it is the first meeting to be dropped due 'lack of time.' Where there is a review, the metrics observed are more often focused exclusively on service, not so balanced on cost and quality. **A well-managed review, embedded in a culture that wants to learn (not blame), is one of the most powerful ways to improve performance.** My skiing coaching this year, reminded me of that.

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How good is your review cycle? – Our diagnostic tool, MEDiCal, is a simple and calibrated consulting tool where we can quickly and effectively benchmark your maintenance cycle, and give you action points to improve.

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